

From: Rodriguez, Tony
To: Rodriguez, Tony; Peters, Joe; Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina
Sent: 7/19/2013 4:09:47 PM
Subject: Weekly EIC Report

For this week we have had inquiries but no additional issuances.

19 July Weekly EIC Report			
1A	Issuance	0	
	Inquiry	1	Wednesday, July 17, 2013, a customer inquired about an EC at our DL office in Quitman. He had a valid DL
1B	Issuance	0	
	Inquiry	1	One inquiry at the Arlington DLO on Tuesday, 16 July (Reason for inquiry is not known).
2A	Issuance	0	
	Inquiry	0	
2B	Issuance	0	
	Inquiry	0	
3	Issuance	0	
	Inquiry	0	
4	Issuance	0	
	Inquiry	0	
5	Issuance	0	
	Inquiry	0	
6A	Issuance	0	
	Inquiry	1	
6B	Issuance	0	
	Inquiry	2	2 Inquiries at Austin-South but both had valid Texas DL
Total EICs Issued Today		0	
Total EIC Inquiries Today		5	
Total EICs Issued to Date		2	
Total EIC Inquiries to Date		36	

v/r

Tony Rodriguez

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

tony.rodriguez@dps.texas.gov

512.424.5657 (O)

512.739.9709 (C)

512.424.5233 (F)

2:13-cv-193
09/02/2014

DEF1359

exhibitstick.com

TEX0499714

The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: <http://www.survey.utexas.edu/txdps/>

From: Rodriguez, Tony

Sent: Monday, July 15, 2013 5:37 PM

To: Rodriguez, Tony; Peters, Joe; Watkins, Paul; Bell, Stephen; Winkley, Salestus; Berkley, Johnnie; Silva, Samuel; Valenzuela, Estella; Valdez, Tomas; Hubbard, Barbara; Garcia, Joseph; Smith, Janie; Melcher, Lori; Gomez, Enrique; Mastracchio, JoeAnna; Ron Grahovec; Crawford, John; Vinger, Tom; Cesinger, Katherine; Hunter, Stephanie; Wells, Charles; Barber, David; Muniz, Barbara; Segundo, Carolina

Subject: EIC Report CHANGE

Ladies and gentlemen,

We are changing the reporting cycle for EIC reports from daily to a weekly report. The next EIC report you will receive will be on Friday. Regions will provide me a roll-up of issuances and inquiries by 4:00 and I will turn the report around by 5:00.

** I already have your information for today, please do not duplicate this information in your report(s) on Friday.

v/r

Tony Rodriguez

Customer Operations Senior Manager – South and West

Driver License Division

Texas Department of Public Safety

tony.rodriguez@dps.texas.gov

512.424.5657 (O)

512.739.9709 (C)

512.424.5233 (F)

The Driver License Division is committed to quality and excellence in customer service. Please share your thoughts with us via our online customer service survey at: <http://www.survey.utexas.edu/txdps/>